

MiScorecard Performance Summary

Agency: Michigan Administrative Hearing System
Executive Director Mike Zimmer
Period: May 2012
SCORECARD

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Michigan Administrative Hearing System							
Unemployment Agency Appeals (1 st Level)	Green	↑	30	29	27	Monthly	Average case age of 1st level appeals in days
Unemployment Agency Appeals (2 nd Level)	Green	↓	90	73	82	Monthly	Average case age of 2nd level appeals in days
Workers' Comp Magistrate Decision	Green	↑	80%	100.0%	66.7%	Monthly	Issuance of Magistrate Decisions in Worker's Comp Claims - 42 day case average
Michigan Tax Tribunal Appeals (Entire Tribunal)	Green	↓	90%	87.3%	97.0%	Monthly	Issuance of Decisions in Entire Tribunal cases - 36 month standard
Michigan Tax Tribunal Appeals (Small Claims)	Red	↓	90%	63.6%	67.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 month standard
Public Benefit Cases Referred by Department of Human Services	Yellow	↑	90%	79.2%	74.6%	Monthly	Closure of benefit cases referred by DHS - 60/90 day compliance
Disability Cases Referred by Department of Human Services	Red	↓	60%	36.8%	39.3%	Monthly	Closure of disability cases referred by DHS within 90 days
Total Cases Closed		↑	N/A	53,665	52,796	Quarterly	Number of Total Cases Closed